Quarter

QUARTERLY UM DATA FOR FY 07

reporting: April-June, 2007

Please be advised that this data includes the TXIX, TXXI and Prop 204 Combined Populations. Please note that not all claims may be not be reflected if they are in pend status. DME data is the AHCCCS allowed amount.

Acute Plan UM Data	Health Pla	an: Childr	en's Reha	bilitative S	<u>ervices</u>										
	CRS Phoenix	CRS Tucson	CRS Flagstaff	CRS Yuma	All CRS Locations	CRS Phoenix	CRS Tucson	CRS Flagstaff	CRS Yuma	All CRS Locations	CRS Phoenix	CRS Tucson	CRS Flagstaff	CRS Yuma	All CRS Locations
Month	April	April	April	April	April	May	May	May	May	May	June	June	June	June	June
Members:	11,786	4,072	1,718	790	17,246	11,786	4,076	1,716	797	17,256	11,692	4,103	1,697	798	17,168
InPatient															
Admits	49	0	6	0	55	15	0	2	0	17	15	0	0	0	15
Total Paid Days for the Month	170	0	9	0	179	77	0	3	0	80	56	0	0	0	56
ALOS	3.47	0.00	1.50	0.00	3.25	5.13	0.00	1.50	0.00	4.71	3.73	0.00	0.00	0.00	3.73
Re-Admissions within 30 days	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
No. of ED claims paid for the month	9	0	0	0	9	12	0	0	0	12	4	0	0	0	4
Paid Amt of Transportation Claims for the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Paid Amt. DME claims for the month (All sites combined)					\$153,503					\$109,637					\$60,948
Paid Amt. For HH claims for the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

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reporting: April-June, 2007

CRS Phoenix	CRS Tucson	CRS Flagstaff	CRS Yuma	All CRS Locations
QTR	QTR	QTR	QTR	QTR
11,731	4,119	1,717	801	17,216
79	0	8	0	87
303	0	12	0	315
3.84	0.00	1.50	0.00	3.62
1	0	0	0	1
25	0	0	0	25
\$0	\$0	\$0	\$0	\$0
				\$324,088
\$0	\$0	\$0	\$0	\$0

AHCCCS Contractor: ADHS CRS Administration

Address: 150 North 18th Avenue, Suite 330, Phoenix, AZ 85007

Person submitting report: Stephen Burroughs, CRSA

Date: 8/14/07

Contact telephone number: 602-542-4780 For Quarter: 4th (April - June 2007)

Category	Number of Complaints / Cases	Percent of total Complaints / Cases	Percent Severity Level 0	Percent Severity Level I	y Percent Severity Level II	Percent Severity Level III	Percent Severity Level IV
Availability, Accessibility, Adequacy (AAA):	22	33.8%	4.5%	68.2%	27.3%		
Denial, Decrease, Discontinuance of Covered Benefits (DDD):	9	13.8%	33.3%	66.7%			
Effectiveness/Appropriateness of Care (E/A):	0	0.0%					
Fraud, Member or Provider (Fraud):	0	0.0%					
Member Rights/Respect and Caring (MR):	4	6.2%	50.0%	50.0%			
Safety/Risk Management (Safety):	0	0.0%					
Non-Quality of Care (Non-QOC):	30	46.2%	93.3%	6.7%			
TOTAL	65	100.0%	52.3%	38.5%	9.2%		
Quality of Care Resolution Status	Number of Complaints / Cases	Percent of total Complaints / Cases					
Substantiated:	10	28.6%					
Unable to Substantiate:	7	20.0%					
Unsubstantiated:	18	51.4%					
	35	100.0%					
Quality of Care Resolution Status	Number of Interventions Implemented	Percent of total Interventions Implemented					
Advocacy:	20	26.3%					
Care Coordination:	22	28.9%					
Counseling (member):	3	3.9%					
Education/Training (provider):	7	9.2%					
Inservices Training:	4	5.3%					
Other:	2	2.6%					
Policy/Procedural Change:	4	5.3%					
Provider Change:	6	7.9%					
Referral (External):	3	3.9%					
Referral (Internal):	4	5.3%					
Resolution Monitoring:	1	1.3%					
	76	100.0%					